

For Immediate Release

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Gov. Ricketts Announces ACCESSNebraska Key Performance Metric Reporting

Metrics will strengthen transparency of SNAP and Medicaid program performance

Lincoln—Today, Governor Pete Ricketts and Department of Health and Human Services (DHHS) CEO Courtney Phillips announced that DHHS will begin monthly publication of key performance metrics used to track improvements in how services are delivered through ACCESSNebraska.

These metrics include Customer Service Center call times, Supplemental Nutritional Assistance Program (SNAP, formerly called food stamps) payment accuracy rate, Medicaid eligibility accuracy, as well as the time it takes to process applications for Medicaid and SNAP. The metrics are public and will be updated monthly on the agency's website at www.accessnebraska.ne.gov.

"As I've said previously, one of the most important things we do in government is to take care of our most vulnerable citizens," said Governor Ricketts. "Accountability begins with transparency. These metrics will serve as an important tool for the public to track our performance and progress as we work to improve the services on which many Nebraskans rely."

"We recognize that citizens have faced challenges using ACCESSNebraska," said Courtney Phillips, CEO of the Department of Health and Human Services. "I've already spent time with some of the employees who do this work and I know they take this responsibility seriously. Their dedication and commitment to improvement is clear. These metrics will help demonstrate our commitment to transparency and allow the public to track our progress, which has already begun." Phillips began her appointment as CEO April 2.

The current metrics show:

- The timeliness of processing SNAP applications is exceeding federal requirements for expedited applications and as of March 2015, Nebraska meets federal requirements for non-expedited applications.
- Nebraska's federal ranking in processing SNAP applications is getting better, however the most recent ranking in Sept. 2014 show there is still room for improvement.

- The accuracy of SNAP payments exceeds the federal standard.
- For Medicaid, average call wait times are about 4 minutes. Average call wait times for Economic Assistance have been falling the last 3 months but they remain above 17 minutes.
- The accuracy of Medicaid eligibility determinations is 98.8 percent, which is the highest it's been since August 2014.
- Timeliness of Medicaid applications for both aged and disabled populations and for children and families populations is exceeding federal standards.

Felix Davidson, the Governor's Chief Operating Officer, worked with DHHS directors and employees to identify metrics and possible processes for efficiencies and improvements.

Subscribe to monthly metric reporting updates [here](#).